HOPE *worldwide* South Africa

Data Management System

Programs

- Prevention
- VCT
- Care and Support
- OVC

HwSA Geographical Presence

9 Sites

M&E History within   HwSA

- No Clear M&E Department

- No Overall plan for M&E

- No Understanding of M&E and Processes

- Program reports were inadequate

The History … cont.

- Return was not timely
- Data were only sent via reports
- Data were collected via many means
- No data management system in place
- Data were not checked
- Excel database created became inadequate

Beginning of Change
M &E Staff and Training

Change occurred

1. M&E Team Employed
2. M&E Systems set up
3. Staff Training M&E (All)
4. Understanding Indicators (All)

5. Pilot Data Collection (All)
6. Data Capturing, Cleaning and Analysis- (M&E Team)

7. Reports – (OVC Manager)

Time Frame

- 4 Months
- 3 Months
- 2-3 Months (old/new staff)
- Every Month (Process)

- Daily-(6 months) Practice

- Weekly (Process)

- Monthly/ Quartely/ Semi/Annual

HwSA – Data Collection Tool

Data Booklet Main Components:

- Weekly Planning sheet
- Weekly timesheet
- Care and Support attendance register
- OVC register
- Home based care sheet
- VCT form
- ABC form
- Partnership list
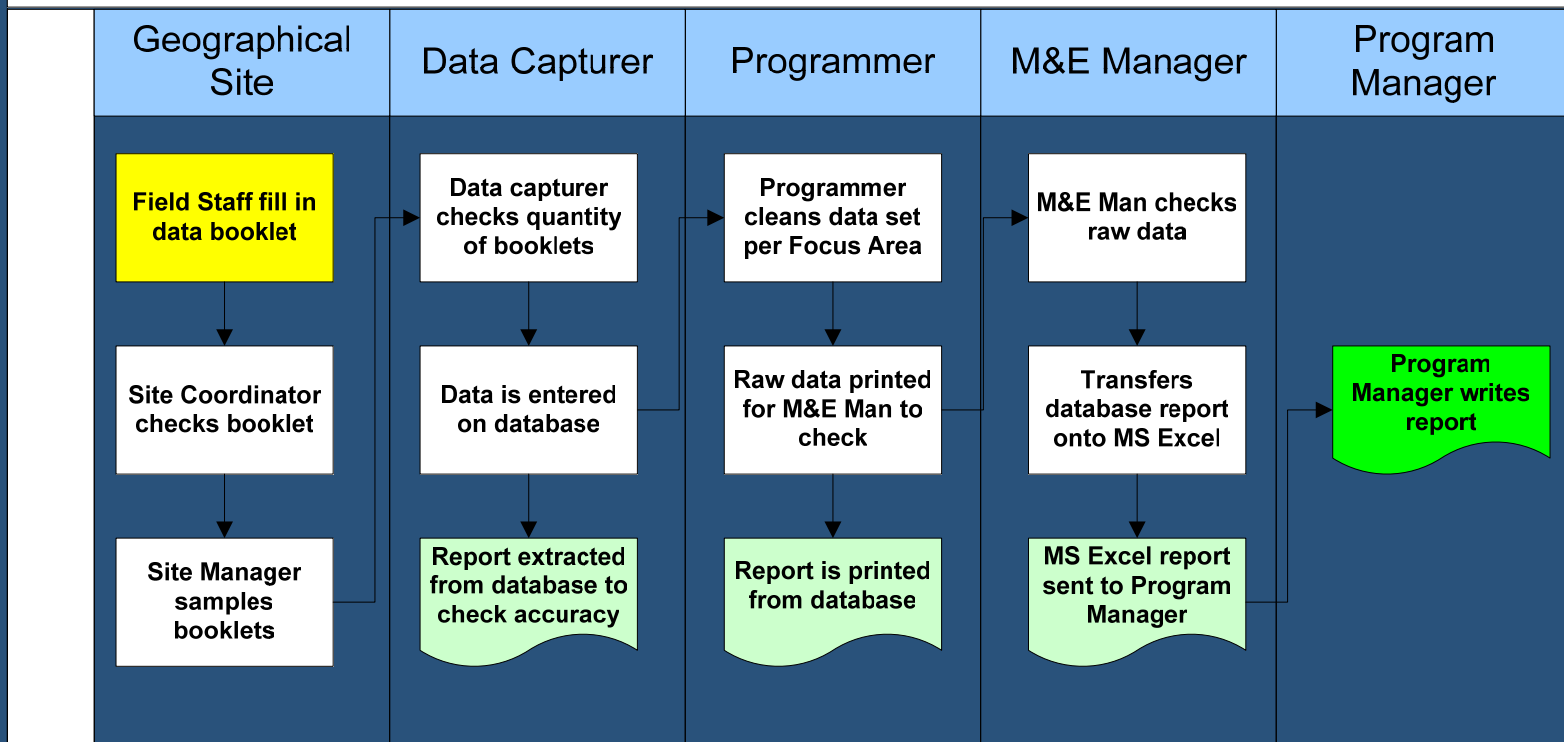- Service codes
- Instructions

Staff Booklet-vs-200105.doc

HwSA – Data Flowchart

Data Flow Process

Geographical Site	Data Capturer	Programmer	M&E Manager	Program Manager
Field Staff fill in data booklet	**Data capturer checks quantity of booklets**	**Programmer cleans data set per Focus Area**	**M&E Man checks raw data**	
Site Coordinator checks booklet	**Data is entered on database**	**Raw data printed for M&E Man to check**	**Transfers database report onto MS Excel**	**Program Manager writes report**
Site Manager samples booklets	**Report extracted from database to check accuracy**	**Report is printed from database**	**MS Excel report sent to Program Manager**	

What Has Worked

- Data is Being collected with understanding
- Staff don't feel Overwhelmed by the processes
- Staff understand targets in relation to OVC reached
- Staff give input to tools used.
- Staff enjoy collecting data-Can Talk to Numbers
- Less mistakes recorded
- Data is send to Head office on time
- Data Capturers can relate to OVC names
- Old staff teach New Staff and Volunteers
- Managers are used to checking and verify data
- Reports are generated from Analyzed data

Example of OVC service Report

Total number of services provided to OVC														Oct-MarYTD
Sites	Oct New	OctYTD	Nov New	NovYTD	Dec New	DecYTD	Jan New	JanYTD	Feb New	FebYTD	Mar New	MarYTD		FY05
Alexandra		1,554		3,534		3,770		4,135		4,476		4,847		2,302
Diepsloot		2,180		4,225		5,089		6,298		8,537		9,691		2,059
Randburg		52		96		106		109		146		162		423
Zandspruit		620		2,059		2,061		2,249		2,794		2,951		1,313
Soweto		5,447		10,952		13,554		16,095		19,590		23,096		12,881
Total	-	9,853	-	20,866	-	24,580	-	28,886	-	35,543	-	40,747	-	18,978
														Oct-MarYTD
Sites	Oct New	OctYTD	Nov New	NovYTD	Dec New	DecYTD	Jan New	JanYTD	Feb New	FebYTD	Mar New	MarYTD		FY05
Cape Town		1,174		1,968		2,535		2,721		3,758		6,701		5807
Durban		1,221		1,997		2,096		2,105		2,270		2,587		8,127
Port Elizabeth		733		1,499		1,502		1,593		1,909		2,196		2,429
Mthatha		1,907		2,584		2,745		2,775		4,437		4,960		2,514
Total	-	5,035	-	8,048	-	8,878	-	9,194	-	12,374	-	16,444	-	18,877
Hww Total	-	14,888	-	28,914	-	33,458	-	38,080	-	47,917	-	57,191	-	37,855

Data Collection Challenges

1. Lot of Errors –

   E.G Names/Sites

2. No systematic checking from Managers/FM

3. Data collection Tedious Making Copies

4. Booklets arriving late

5. Staff not energized and struggling with data collection.

6. Storage of Data

New Indicators

of OVC served

# of OVC receiving assistance for Health

# of OVC referred for Treatment

# of OVC gaining access to Education

# of OVC accessing Economic Support

# of OVC receiving Nutritional Support

# of OVC receiving Legal assistance

# of OVC receiving /Linked to PSS

# of OVC receiving Protection from Abuse

What's next?

- **New Indicators -Booklet changed**
- **Designed Intake Form**
- **Holistic and Comprehensive services recorded**
- **Family Approach Introduced**
- **Business Processes Discussed**
- **Moving from Manual to Automated system**
- **Financial Challenges Encountered.**
- **Change Challenging for staff but Exciting**

CHILD INTAKE FORM HwSA.doc

Children Register Form UPDATED.doc

Adult Register Form v4.doc

CONCLUSION

- Data Collection is now Part of the staff daily work
- ***MONDAY* is** admin day / record checking and Coordinators verify data
- Site Managers have <u>regular meeting</u> with OVC coordinators to discuss data collection and reports
- Collection of Data is still involving and <u>demanding</u>- Driver/DHL /Paper Work etc
- M&E team <u>gives Feedback</u>
- Electronic System has been tested – Is Costly
- Data collection need to be simple and Easy

DATA COLLECTION AND COLLATION IS …..

ABOUT
- *TEAM WORK*

ABOUT
- *PUTTING FACES AGAINST NUMBERS*